Annex 3

Achievement of Performance Pledge

(1 April 2007 to 31 March 2008)

(A) Enquiries*

	Response Time		
By telephone or in person	Immediate	Within 30 minutes	More than 30 minutes
	12,113 (100%)	0	0
In writing	Within 5 working days	Within 6-10 working days	More than 10 working days
	152 (100%)	0	0

* Excluding enquiries on existing complaints.

(B) Complaints**

	Response Time		
Initial assessment / acknowledgement	Within 5 working days (target: 80%)	Within 6-10 working days (target: 20%)	More than 10 working days
	3,377 (99.91%)	2 (0.06%)	1 (0.03%)

** Excluding complaints to others copied to us and cases outside jurisdiction or under restriction.

	Cases outside jurisdiction or under restriction			Other cases		
Cases concluded	Within 10 working days (target: 70%)	Within 11-15 working days (target: 30%)	More than 15 working days	Less than 3 months (target: 60%)	Within 3-6 months (target: 40%)	More than 6 months
	1,098 (88.12%)	128 (10.27%)	20 (1.61%)	1,916 (56.39%)	1,412 (41.55%)	70 (2.06%)

(C) Group visits and talks

	Response Time	
Requests for guided group visits	Within 5 working days	More than 5 working days
	32 (100%)	0
Requests for outreach talks	Within 10 working days	More than 10 working days
	20 (100%)	0